



AN EMPIRICAL STUDY OF FACTORS AFFECTING SOFTWARE PROJECT SCOPE CREEP IN SRI LANKA

By

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Abstract

Software development projects are considered as a unique venture. Due to the distinct nature and attributes associated with it, Software project scope creep has been identified as a major risk in software development through various surveys conducted. Project scope management is considered to be the first phase in terms of project management. The scope states what the objectives of the project are and what work will be done to accomplish the project. The scope describes the parameters of what is included in a project and what is excluded from a project. Failing to manage the project scope affects all the other subsequent stages. This survey-based study focuses on identifying the factors that affect software project scope creep in Sri Lankan software development companies.

Factors affecting project scope creep were identified and were tested to ascertain their validity, importance and the causes in terms of the Sri Lankan context using an interview based questionnaire. Thirty two software development companies that belong to the software export association were chosen and forty two project managers from these organizations were selected for data collection.

Using a statistical tool, the data gathered was analyzed to ascertain the significance to the research objectives. The factors in software project scope creep were identified and presented in the descending order according to the 'factor rank. The lack of change management user participation and management commitment from the customers' part are considered as most prominent reasons for the software project scope creep.